

Hosting Arrival and Departure Travel Evolution

2021 Hosting Arrivals Transition to Through Ticketing



TLC Staff Contacts

Travel and Logistics Coordination (TLC) Department

Paula McGrath – Director of Travel Operations, pmcgrath@afsusa.org

Ryan Tallman – Hosting Travel Manager, rtallman@afsusa.org

Regional Travel and Logistics Assistants

East – Callie Kanim, ckanim@afsusa.org

Central – Paula Zhang, pzhang@afsusa.org

West/Dallas Teams – Deniz Sen, dsen@afsusa.org

Objectives

- Provide brief history of hosting travel evolution to through ticketing.
- Outline changes for 2021 – 2022 for Hosting Arrivals and Departures.
- Volunteer Roles for Arrivals
- Travel Rep Responsibilities
- Planning for Arrivals
- Arrival Travel Days
- Q & A

***“To improve is to change.
To perfect is to change often.”
– Winston Churchill.***

In 2015, we asked ourselves a question:

- *How do we find an approach that will simplify our processes and allow students to travel more directly to their host families?*



Brief History – 2016 - 2021

- ✈ 2016 AFS USA worked with partners and volunteers to pilot through ticketing to the Houston/Dallas gateway teams.
- ✈ 2018 – added Washington, DC and Minneapolis gateway teams to model.
- ✈ 2020 departures for repatriation proved that a through ticketing model could be challenging, but successful.
- ✈ 2020 Arrivals during COVID required through ticketing and departures based upon school end dates.
- ✈ 2021 Arrivals with through ticketing for all partners to Host Distribution Sites (HDS) where possible.

NH21 Arrivals and Through Ticketing

AFS USA's Travel and Logistics Coordination (TLC) team continues to work closely with our partners to book flights.

Key Points:

- ✈ Through ticketing dramatically reduces travel time and eliminates domestic luggage fees for AFS participants.
- ✈ For many Area Teams, this change will have limited impact because students have already been flying directly to their HDS.
- ✈ Eliminated large gateway arrival transit events in Chicago and NY, including charter buses in all gateways.
- ✈ Through ticketing requires airlines or AFS partners to manage rebookings on flights due to misconnections and cancellations. AFS USA is not able to change domestic flights as we are not the issuing agent (airline industry rule).
- ✈ More pick ups at larger international airports (ie, Atlanta, Boston, Denver, Detroit, Houston, San Francisco). At least 25% of students will be picked up at their international arrival airport.

NH21 Arrivals and Through Ticketing (cont'd)

- ✈️ Airline industry is still recovering from COVID reductions. Capacity/inventory is low but the demand high. This creates risk with cancellations/misconnections and rebookings.
- ✈️ Airline schedules – not all airlines fly to USA every day of the week. While a majority will be on Wednesday, 11 AUG, some flights may be on Tuesday or Thursday.
- ✈️ All HDS' from 2019 Arrivals were reviewed/confirmed based on this criteria:
 - ✈️ To reduced the # of HDS' to allow for pick ups at int'l and domestic arrival airports if within a 3 hour drive of each other (airports that is)
 - ✈️ Analysis of airline schedules in February 2021 of both international and domestic flights.
 - ✈️ We began to notify partners of domestic airports for placed students in April 2021
- ✈️ Gateways – we are still utilizing Gateways as it helps Travel and Logistics to geographically group students. However, students may connect through any airport en route to their HDS.
- ✈️ Not all partners will be able to through ticket based on flight schedules/domestic airport. TLC will work with travel agency to issue domestic tickets.
- ✈️ For 2021, we will not be adding any additional airports. Review in late 2021.
- ✈️ Partners are waiting for visa appointments to issue tickets. This is unique to 2021 given continued COVID restrictions throughout the world.

Volunteer Roles for Arrivals

- ✈ **Hosting Arrival Orientation Coordinator (HAOC):** determine method of arrival orientation, communicate with hostfams re: pick up, materials for hostfam pickup (if doing virtual orientation), emergency local contact info, etc.
- ✈ **Travel Rep:** pre-arrival planning based on int'l/domestic flights, scheduling volunteers (with HAOC) for airport duty, airport management during arrivals, communicate with AFS staff regarding any flight delays/cancellations.
- ✈ **Volunteers for airport meet/greet** – be available to meet flights throughout day and/or night, communicate any issues to Travel Rep. If hostfam pick up, facilitate meeting of student and hostfam (check ID, visa, DS2019, etc).
- ✈ **Transit Airport Volunteers** – additional volunteers to help support transits is “hubs”, ie Atlanta, Chicago, Dallas, Detroit, Houston, Los Angeles, NYC (JFK/Newark), San Francisco, Washington, DC,. The Travel Advisory Group (TAG) has been working closely with Ryan to identify and confirm volunteers in key transit airports.

Travel Rep – Responsibilities and Tasks

2021 is still an anomaly for travel planning. For this year, the following timeline is expected:

✈ Pre-Arrival Planning:

- ✈ 30-40 days – discuss arrival orientation model with HOAC as this will impact airport scheduling
- ✈ 21-30 days – pull arrival travel reports, begin recruitment for airport meet/greet
- ✈ 14 days – review reports, finalize recruitment, begin to assign vols to flights/time frames, create back up plans for delayed flights/arrivals next day due to cancellations. Many partners are waiting until visa appointments are secured to issue tickets.
- ✈ 7-14 days – continue to review reports/adjust schedule. 27 JUL is placement deadline and partners send through more travel at this time. Receive AFS staff contact information for day of travel communication. Ensure HOAC/Host families have day of travel AT contact information.
- ✈ 1-3 days – pull final report and compare for changes, update airport schedule.

Hosting Arrival Travel Reports

Depending upon number of students your team hosts, there are two ways to view travel information: via MyAFS or a Global Link Report.

In My AFS, you follow the travel link for your student.

In Global Link, there are several arrival reports that will pull information into an excel spreadsheet. You can query by “content” – sc, cb, fx, ys or all

- ✈ Arrival Travel by AT – last leg of travel to AT’s HDS in chronological order – good for airport schedule
- ✈ Arrival Detail Travel by AT – all int’l flights in alpha by country by last name order. This is used to track flights on day of travel, including their international connections/arrival to USA.
- ✈ Domestic Arrival by AT with Hfam and Liaison – very wide excel report that pulls arrival flight, Hfam info, liaison info and can be reformatted for airport schedule if you wish to have hostfam info on schedule.

Sample Airport Schedule – Arrival Travel by AT

Area Team	Last Name	First Name	IOC	Program	Place .prog	Carrier Code	Dep City	Arr City	Dep Time	Arr Time	Arr Date	Thr Tkt	host fam pick up (y/n)	Vol
Kansas City	Ampuero Mella	Renato	CHI	YPscNH1 9	fpc	AA 374	DFW	MCI	08:39	10:11	7-Aug-19	Y		VOL 1
	Bortone	Clara	FRA	YPscNH1 9	fpc	DL 819	ATL	MCI	15:56	17:09	7-Aug-19	Y		VOL2
	PASTOK	Charlene	FRA	YPscNH1 9	fpc	DL 819	ATL	MCI	15:56	17:09	7-Aug-19	Y		
	KHOTCHALA K	PITCHAYAPA	THA	YPscNH1 9	fpc	AA 2055	DFW	MCI	15:40	17:11	7-Aug-19	N		VOL3
	Saito	Kyoka	JPN	YPscNH1 9	fpc	AA 2055	DFW	MCI	15:40	17:11	7-Aug-19	N		
	Yao	Jiarui	CHN	YPscNH1 9	fpc	AA 2055	DFW	MCI	15:40	17:11	7-Aug-19	N		VOL4
	Fries	Emanuel	GER	YPscNH1 9	fpc	UA 994	ORD	MCI	15:55	17:35	7-Aug-19	Y		
	Griedelbach	Jan	GER	YPcbNH1 9	fpc	UA 994	ORD	MCI	15:55	17:35	7-Aug-19	Y		VOL5
	Egloff	Nadine	SUI	YPscNH1 9	fpc	UA 6348	IAD	MCI	17:45	19:32	7-Aug-19	Y		
	Fernandez Marti	Lena	ESP	YPscNH1 9	fpc	DL 2426	ATL	MCI	19:59	21:11	7-Aug-19	Y		VOL2
	Picha	Sandrina	AUT	YPscNH1 9	fpc	UA 4522	ORD	MCI	19:47	21:25	7-Aug-19	Y		VOL5
	Borlaug	Aleksandra	NOR	YPscNH1 9	fpc	AA 1582	ORD	MCI	20:24	21:53	7-Aug-19	Y		VOL4
	Honkala	Iiris	FIN	YPscNH1 9	fpc	AA 1582	ORD	MCI	20:24	21:53	7-Aug-19	Y		
	Borum	Nikolaj	DEN	YPscNH1 9	fpc	AA 2267	DFW	MCI	20:46	22:18	7-Aug-19	N		
	Marino	Erminia Anna Claudia	ITA	YPscNH1 9	fpc	BA 6675	DFW	MCI	20:46	22:18	7-Aug-19	Y		

2021 Arrival Days - 11 August and 9 September

Between 10 August and 13 August, AFS USA will have a large team of staff to respond to provide support for travel questions and problems. You will receive contact information the week before Arrivals. AFS recruited YES participants will also travel during this time and be included in the contact information.

Key to successful Arrivals is communication and flexibility!

- Travel Rep checks all arrival flights, including international flights, to ensure they are on time. Please notify your AFS contact if:
 - A flight that has a connection is delayed more than 30 minutes into the connecting city.
 - A flight is cancelled, notify your AFS travel contact
 - Two good apps to use: FlightAware and Flighty
- If a student contacts a host family to tell them of a new flight booking, please ensure hostfam knows to contact you. You would then notify your AFS travel contact. Don't assume that if host family knows, AFS USA knows about the change!
- If AFS USA receives flight update (cancelled/misconnection) from partner, staff will contact respective AT Travel Rep.
- Update your volunteer team/airport schedule if there are any delays/cancellations that impact pick ups.
- Remember to plan for late arriving flights and students misconnecting/overnighting in transit airports who will arrive a day later.

FAQ's from Help and Learning

- **What happens if a participant misses their connecting flight and the participant is re-booked on late night flight or the next day?**
- If AFS-USA staff are notified of a change in domestic flight rebooking, we will contact the Travel Rep for your Area Team.
 - In turn, the Travel Rep should notify the respective Airport Volunteer and Hosting Arrival Orientation Coordinator.
 - Note that, in some cases, participants may call their host families directly to inform them of the change.
 - More information about NH21 Arrival communication channels and procedures will be shared in the Travel Rep training being scheduled for end of June/early July and in the weeks leading up to NH21 arrivals.
- AFS-USA staff and your Area Team's Travel Rep will be tracking all participants' inbound flights – including the international flight to the USA.
- However, since AFS-USA does not book the international flights, AFS-USA does not have access to reservations. So, unless the participant calls our emergency phone, we may not know in advance.
- All Area Teams should be prepared for late-night arrivals/overnight in arrival airport/city.
- Even if a late-night arrival is not scheduled, it will be prudent to prepare for the possibility that a participant's flight will be re-booked due to cancelation or delays
- Preparing for this possibility can be as simple as having your Travel Rep identify an on-call volunteer (or themselves be available) if a scenario such as this occurs.

FAQ's (cont'd)

- **Do volunteers have to be at the airport for arrivals?**
- AFS-USA strongly recommends that a volunteer be at the airport to facilitate the meeting between the host family and the participant and resolve any issues that may arise.
 - Our decades of airport pick up experience suggest that it is significantly easier to resolve problems when a volunteer is physically present at the airport for pick-up.
 - For example, if the host family is delayed for some reason, and a volunteer is not also scheduled to facilitate the meeting of the host family and the student, the student will be alone.
- If a volunteer is unable to be at the airport to facilitate the meeting, Area Teams are still responsible for communicating with the host family regarding pick up rules and must also act as the emergency contact for both the host family and the student.
- While AFS-USA provides participants with our emergency contact/duty officer number, should the host family not be at the airport or they cannot find the student, we will contact the Travel Rep and/or the Hosting Arrival Orientation Coordinator to manage and resolve the problem

A quick word about departures

With through ticketing, AFS USA will no longer have charter buses/group flights to a gateway departure day event.

Departures

- Depending upon your End of Stay plans, students will need to be dropped off at their departure airport—either by volunteers or host families.
- EOS activity – to be reviewed.
- Departure Travel Rep
- If hostfam drop off, vols at airport to manage departures.

Next Steps

- Post Recordings on Help and Learning, including resources “cheat sheet” page.
- Contact Information for Arrivals
- Day of Travel – checklist for Travel Reps, airport tips and tricks
- Material Mailing – TBD. Inventory of existing t-shirts and pins to take place in early July.
- Update FAQ on Help and Learning

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Resources – Quick Links

MyAFS news article April 2021 on through ticketing:

<https://myafsnews.afsusa.org/afs-usa-streamlining-hosted-core-nh21-participant-travel/>

Plan Student arrivals: NH21 Arrivals Memo

<https://myafshelp.afsusa.org/hc/en-us/articles/115002678448-Plan-Hosted-Student-Arrivals>

[General NH21 Arrival Travel Logistics and Orientation FAQ:](#)

Travel Rep Job Description: <https://myafshelp.afsusa.org/hc/en-us/articles/360043670613-Travel-Representative>

Google form for Travel Rep name submission: [this googleform](#)

How to find student travel plans:

<https://myafshelp.afsusa.org/hc/en-us/articles/360045611273-How-to-Find-Student-Travel-Plans>

Link to GL Reports: <https://usa.afsglobal.org/AFSGlobal/?m=GlobalLink>

Questions

- **As this is new to all of us, we are sure you have questions!**
- **Your questions will help us with our travel evolution as we continue to transition to a new way of managing AFS USA' hosting arrivals and departures.**
- Question – please ask your questions in the chat. If question is specific to area team location that would not apply to all teams, please contact us directly at afshosttravel@afsusa.org.



THANK YOU!

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